



JIGAR S PANCHAL

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Summary

Information technology graduate with 2+ years of experience working as IT help desk engineer in life sciences company. Responsible for end to end desktop support and management of high end IT infrastructure. Strong hardware and software troubleshooting skills combined with installation and maintenance knowledge of Windows and Linux OS, Linux clusters and servers.

I am passionate about learning latest technology for network security and firewalls ensuring safe transfer and storage of data within and outside current organization.

Education

Degree	College/University	Year of passing	Percentage (%)
B.E. (Information Technology)	Ahmedabad Institute of Technology, Ahmedabad (Gujarat Technological University)	2016	6.00 (CGPA)
HSC	Vivekanand Vidhyalaya, Ahmedabad (GHSEB)	2014	58.00
SSC	Arbuda Sanskar Vidhyalaya (GSEB)	2012	72.00

Certificate

- August 2018, Cloud Computing Training from IIHT, Ahmedabad.
- September 2018, R Programming From John Hopkins University on Coursera. ([Certificate Link](#))

Technical Skills

- Good experience on installation and maintenance of Windows/Linux based machines/servers.
- Installation, up gradation and data and license management for open source and commercial software for different domains.
- Familiar with installation and configuration of local area networks, internet and intranet connections. Good knowledge of domain configuration and DNS.
- Adept in hardware resource management, using software like LANSWEEPER.
- Comfortable in managing secure transfer and storage of data using FTP servers, Google drive and other storage devices like external/internal hard drives etc.
- Strong troubleshooting skills, providing IT support for different software/OS/email client related issues.

Work Experience

Officer – Information Technology
XcelrisLabs Ltd. Ahmedabad, India | December 2016-present

- Provide technical assistance and support for incoming queries and issues related to software, hardware of system & servers.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Software install & update in Windows/Linux desktops and server.
- Maintain scheduler backup of Desktop users, Maintain FTP server and solve client query related to accessing data.
- Troubleshoot mails problem in Thunderbird, Outlook.
- Operating System : Windows, Linux, Mac OS

B.E. Project :

Student Information System

A School Portal Android application which connect Teacher, Student and guardian of student with many features like attendance management, Event announcement, Parent feedback, Assignment uploading & downloading, Exam timetable.

Declaration

I hereby declare that the above information is true to the best of my Knowledge, belief and I bear the responsibility for the correctness of above mention particulars

Place: Ahmedabad

Yours Sincerely,

Date:

(Jigar S Panchal)